Equipment (NCTE). Since the NCTE and the CSU are considered customer premises equipment it is critical that the CLEC identify the location of the customer's network interface. This information can impact the location of the last repeater in the circuit. Also, the location of the network interface is dictated by the minimum point of penetration rules.

Signaling is very important. AMI/B8ZS and ESF/SF are areas where most troubles occur on installation

MegaLink Channel Service can be provided in the following pricing arrangements:

- Month-to-Month
- 24-48 month contract plan
- 49-72 month contract plan
- 73-96 month contract plan

The rates provided under contract plans are not subject to increase by BellSouth until the contract period expires. There is, however, a termination liability if the service is terminated or disconnected prior to the end of the contract.

The first element to include when pricing a MegaLink Channel Service design is the 1.544 Mbps facility itself. This is priced out of the MegaLink tariff.

Rate elements found in the MegaLink Channel Service tariff are divided into two major categories:

- Basic system capacity
- Feature activation

Basic System Capacity

The basic system capacity rate element refers to the incremental number of D4 channel bank card slots reserved for the customer to house their feature activation cards. This is also known as the channelization charge (or charge for providing the D4 channel banks).

The basic system capacity rate element is available only under contract for variable rate periods.

The MegaLink Channel Service design should be established based on individual customer factors, (i.e., anticipated system growth/decrease, time frames, contractual period, and of course, total costs to the customer). The customer may channelize all or part of the MLCS package.

Feature activation

The feature activation rate element is available under contract for variable rate periods, as well as month-to-month service.

NOTE: All MegaLink Channel Services in a customer's package must be channelized in a single central office (i.e., package cannot be split between central offices).

In addition to rates and charges found in the MLCS tariff, GSST section A3 rates and charges for Network Access Service are also applicable to any MLCS channels used for network access. This will allow exchange service without a loop charge in the same manner as employed for MultiServ® service lines.

- (In South Central Bell, network access service is provided for channels within MLCS on a volume usage measured rate).

Another factor to include in pricing a MLCS system is that individual channels within a MLCS package may be connected with services offered in other sections of the Private Line tariff or the GSST. In those cases, non-MLCS links (single channel service components) are subject to the rates and charges in the respective tariff sections.

Tariff References/Price List References

MegaLink Channel Service is available for intraLATA service in all BellSouth service areas. The MegaLink Channel Service tariff is located in section B7 of the state-specific Private Line Service Tariff.

Installation Intervals

Normal Installation Intervals	**NO**
Project Coordination Required	**YES**

Service Inquiry and Ordering Guidelines

Service Ordering Charges

Service ordering connection charges apply to new service as well as changes, additions and moves of equipment. The initial service establishment charge includes engineering design, common centralized testing and coordination, and

establishing and processing specific data in connection with a customer's request.
Premises visit charges also apply for each digital local channel provided, i.e., for each MegaLink service DS1 provided.

MegaLink Channel Service requests will always require the use of a service inquiry for any given customer and BellSouth location(s).

Information that will need to be provided:

- Customer name, address, telephone number
- Customer contact name, contact telephone number
- Independent company name (ICO - if any)
- Purchase order number
- CKL1 address, serving central office, distance to the central office
- CKL2 address, serving central office, distance to the central office
- Channel layout, circuit ID per channel, circuit type, number range, PIC, MLHG and other individual circuit specifics
- B8ZS or AMI, SF or ESF
- BellSouth provided inside wiring?
- Jack type (usually RJ48)

Customer Education

There is no formal training for MegaLink Channel Service. However, if appropriate, customer education and training will be coordinated and/or administered through the Local Carrier Service Center (LCSC) or the appropriate Account Team.

MEGALINK® PLUS SERVICE

MegaLink® Plus Service
CLEC Information Package

Service Description

MegaLink Plus service is a premium DS1 service that is distinguished by its high degree of reliability and survivability. The infrastructure to support this service is fiber based and utilizes a self-healing architecture to provide local loop facility protection. The goal of this service is to limit the interruption of service due to a single point loop facility failure. A sixty second service guarantee is inherent with this service offering. Service Installation Guarantees will also be part of this offering where facilities exist.

MegaLink Plus service is a service for transmission of digital signals only and uses only digital transmission facilities. It is a fiber-based high capacity network service providing a 1.544 Mbps transport link with high performance and reliability parameters.

MegaLink Plus service is not deployed ubiquitously, but on a limited basis to customer locations already served by facilities which are fiber based and provide loop diversity between the working and protect fibers. Loop diversity for this service can be achieved by either structural or route diversity. Some minor variations from the strict interpretation of structural diversity may be allowed, as discussed in Section 2.4 of the Private Line Service Tariff, but structural diversity must exist between the working and protect fibers for essentially their entire length. Any customer wishing to subscribe to MegaLink Plus service in a serving area where facilities do not exist can obtain this service via special construction as set forth in Section B5 of the Private Line Service Tariff. The architectures identified for this service will use either SONET-based technology or asynchronous fiber systems which will support the service requirements for MegaLink Plus Service. Nodal redundancy is not offered as part of this service.

MegaLink Plus service utilizes a self-healing diverse fiber-based local channel (loop) transport link between a customer designated premises and its serving wire center. MegaLink Plus service is furnished on a link (partial) basis for connection at the normal serving wire center to another MegaLink Plus service, an MultiServ® service (may not be available from all serving wire centers), MegaLink channel service, FlexServ® service, LightGate® service, or SMARTRing® service. Connectivity between MegaLink Plus service and these services may be provided via a MegaLink service Interoffice Channel between central offices.

MegaLink Plus is offered on a month to month basis and under contract options. Non-recurring charges are not assessed when this service is provided under a contract option. Non-recurring charges will apply for month to month options. The minimum service period is one month.

The customer premises Network Interface is a DS1 Connector (RJ48C, RJ48X, RJ48M or RJ48H) for Customer DS1 Channel Interfaces. A DSX1 crossconnect panel is an acceptable alternative for locations such as an interexchange carrier's point of presence.

There are no switch requirements for DS1 transport.

The following is a series of architectures recommended to support the requirements for this service. This service provides for fiber based self-healing local loop facilities. If the service has a local loop on both ends, then both loops must meet the requirements.

It is acceptable for the service to utilize a fiber hub in the loop which represents a single point of failure, if the hub is housed in a substantial, well protected concrete structure (CEV or hut). Aside from this exception, the fibers must be structurally diverse from the serving wire center manhole to the manhole/ CEV at the customer premise.

Separate entrance facilities into the customer premise building from the manhole/ CEV at the customer premise are not required. However, if the facility between the manhole/ CEV and the building is not diverse, then it must be on property owned by the building owner, i.e., it cannot run down the public highway on a pole line, nor can it be buried cable running down the roads of an office park.

For the initial service offering, there are no requirements to provide fiber based or self-healing architecture for interoffice facilities. The initial deployments of MegaLink Plus service will be limited to Architectures 1 through 3. These architectures will be monitored and updated as necessary.

Architectural Alternative #1

This architectural alternative is targeted at meeting stand-alone local channel demand. A stand-alone local channel connects the customer's premises to its normal serving wire center. A portion of the special access DS1s falls into the stand-alone local channel category to interconnect with other BellSouth provided services such as SMARTPath[SM] Service, SMARTRing Service, or FlexServ Service. Each existing facility serving arrangement must be verified to ensure it meets the local loop facility protection criteria, that is, separate cable and

physically separate outside plant structures.

This arrangement utilizes a traditional point-to-point fiber system with fiber optic terminals at the customer location and the serving central office. The fiber facilities for the working path of this system are physically diverse from the protection path. This facility arrangement is an embedded architecture. Most of the embedded fiber optic terminals are asynchronous (generally 90MB or 180MB). All new fiber optic terminals should be SONET, operating predominantly at the OC-1, OC-3 and OC-12 rates for this application.

Architectural Alternative #2

This serving arrangement is a basic SONET ring consisting of several nodes and interconnecting with other facilities at a single point. Nodes on this ring include the serving central office, possibly a second central office, and several customer locations. These nodes are connected with physically diversely routed fiber creating a closed loop. These rings will be OC-3/OC-3+/OC-12 SONET technology, with an add/drop multiplexer (ADM), configured in a ring mode, deployed at each node. Like alternative # 1, this architecture is targeted at services that originate at a customer's premises and terminate at its serving central office. It may also be used for services that originate at a customer's premises and terminate at another customer premises, if those premises both happen to be located on the same ring.

Architectural Alternative #3

Demand that goes beyond its serving wire center can be provisioned using this arrangement. The endpoints are generally customer premises. This architecture consists of loop facilities meeting the requirements as listed for alternative # 1 or alternative # 2. If the two customer premises are not served by the same wire center, then their local loops will be connected by interoffice facilities. For the initial service offering, these interoffice facilities are not required to meet the diversity requirements of the MegaLink Plus local loop, although in many cases interoffice facilities already meet these guidelines. MegaLink Plus does not have a requirement for dual node, i.e., dual ring interworking. Although the single node facilities are more economical, dual node facilities can be used in extenuating circumstances. The use of dual node facilities is to be considered only as a "last resort" if no single node facilities are available. Single node arrangements should be readily available under normal circumstances.

With SONET transport systems, specific software is required as part of the network element to support certain ring functions.

Performance objectives for MegaLink Plus service between the customer's location and the serving wire center are as follows:

a. Meet or exceed 99.98 percent Circuit Availability.
b. Meet or exceed 99.95 percent Error Free Seconds.
c. Meet or exceed .010 Severely Errored Seconds.

The objectives apply except when a customer's equipment and/or cabling is disconnected and/or inoperative, or when a MegaLink service Interoffice Channel is used in conjunction with a MegaLink Plus service Local Channel.

The MegaLink Plus service Local Channel provides for the connection between a customer's designated premises to their serving wire center.

There are no special interoffice facility requirements for MegaLink Plus. Facilities meeting the requirements for regular MegaLink are acceptable. Diversity only applies to the first Central Office manhole.

Tariff References/Price List References

MegaLink Plus service is available for intraLATA service in all BellSouth service areas. The MegaLink Plus service tariff is located in section B7 of the state-specific Private Line Service Tariff.

Installation Intervals

Normal Installation Intervals	**NO**
Project Coordination Required	**YES**

Service Inquiry and Ordering Guidelines

MegaLink Plus service requests will always require the use of a service inquiry in CSPS.

Customer Education

There is no formal training for MegaLink Plus service. However, if appropriate, customer education and training will be coordinated and/or administered through the Local Carrier Service Center (LCSC) or the appropriate Account Team.

MEGALINK® SERVICE

MegaLink® Service
CLEC Information Package

Service Description

MegaLink Service allows the customer the capability to transmit data at the DS1 level. MegaLink utilizes 1.544 Mbps facilities for its delivery on a link basis or as an end-to-end service. MegaLink service uses digital carrier technology (T1) to transmit DS1 signals to and from customer's premises. MegaLink is suited for customers with needs for multiple Private Line DS0 level circuits. A potential MegaLink customer will need to transfer large volumes of voice, data video, or control signals at high speed between at least two locations in the same LATA. The high speed and volume improves the customer's information processing and reduces paper flow.

- MegaLink is designed for medium to large businesses.
- It allows customers to use high-speed, high-volume digital facilities for Private Branch Exchange (PBX) systems, off-premises extensions, tie lines, or interoffice data connections.
- MegaLink fits between voice-grade services and/or DS0 level digital data services and LightGate® service.
- It is a good product for customers who need to replace their multiple voice-grade lines and low speed/high speed digital lines.

MegaLink uses include:

- Control monitoring
- Order entry systems
- Customer billing transfer
- Reservation information and services
- Bulk data processing (Batch)
- Teleconferencing
- Electronic funds transfer
- Voice and data communications
- Electronic mail transfer
- Inventory management

With MegaLink service, there are four possible configurations:

- From the customer's location to the serving central office (link)
- From the customer's location to a distant central office (link)

- From the serving central office to another central office (link)
- From the customer's location to another customer's location

In the first three instances, the partial channel is called a link. MegaLink service may be provided as a link to:

- Another MegaLink Service
- MegaLink Channel Service®
- Multiserv® Service
- FlexServ® Service
- LightGate® Service
- SMARTRing® Service

MegaLink service can be provided through any central office and does not require a node.

MegaLink Service is a digital facility that provides for the two way simultaneous transmission of a bit stream operating at 1.544 Mbps. There are two line coding formats that are currently available for use. The first is an isochronously timed bipolar return to zero bit stream operating at 1.544 Mbps. This means that all timing is carried within the bit stream itself. A newer format, that allows for clear channel services, is known as Bipolar with 8 Zero Substitution (B8ZS). B8ZS is a method to provide a Clear Channel Capability (CCC). This supports transport of a framed DS1 signal with unconstrained payload bits. Maintenance signals are transmitted in-band and in the data link of the ESF format.

MegaLink is a point to point service where the customer provides his own timing. The exception to this is when a Digital Cross Connect Device is utilized. Network timing would then be required.

One of the three framing formats are required to connect to BellSouth equipment:

- Framed (D1)
- Superframed (D4)
- Extended Superframe (ESF)

D4 - Super Frame: Of the 1.544 Mbps DS1 signal, 1.536 Mbps are used for the customer's data and 8 Kbps are used by BellSouth for D4 Superframe framing.

Extended Superframe (ESF): Of the 1.544 Mbps DS1 signal, 1.536 Mbps are used for customer data, 4 Kbps are used for BellSouth framing and 4 Kbps are used for customer performance monitoring.

The DS1 signal must be framed in either the Superframe (SF) format or the Extended Superframe (ESF) format. The same framing format shall be used in both directions of transmission.

Customer-Provided Terminal Equipment, Customer-Provided Derivation Equipment and Customer-Provided Communications Systems may be connected at the premises of the customer to MegaLink service. The customer may create digital bit streams from a MegaLink service and such equipment may be connected for transmission of such bit streams when connected through a customer-provided Channel Service Unit (CSU) or Terminating Equipment (TE).

Clear Channel Capability (CCC) is an arrangement that alters a DS1 1.544 Mbps signal with unconstrained information bits, to meet pulse density requirements outlined in Technical Reference 73525. This will allow a customer to transport an all zero octet over a MegaLink service channel providing an available combined maximum 1.536 Mbps data rate. This arrangement requires the customer signal at the channel interface to conform to Bipolar with 8 Zero Substitution (B8ZS) line code as described in Technical Reference 73525.

CCC is provided on MegaLink service channels between two customer designated premises, from a customer premises to their Serving Wire Center or Node Central Office and/or to a remote Serving Wire Center or Node Central Office, and from a Central Office to a Central Office, and is subject to the availability of facilities. This optical feature may be ordered at the same time the MegaLink service channel is ordered, or it may be ordered as an additional feature of an existing MegaLink service channel.

A MegaLink service consists of several standard components with most provided by BellSouth.

Components provided by BellSouth:

- Digital local channel
- Interoffice channel (where applicable)

A digital local channel is the connection between the customer's location and the serving central office. The element is charged differently based on the state where the service is provisioned: i.e., either in ½ mile increments - "First" and "Each Additional" or on a flat rate basis.

Interoffice channels are the connection between central offices. The rates are based on airline miles. Two sets of USOCs are associated with the digital interoffice channel:

- Fixed rates
- Per Mile Mileage rates

The customer must specify Line coding and Frame Format.

Provided at the Customer Location by the customer:

- Channel Service Unit (CSU)

A network interface is required at the customer's premises to interface the MegaLink local channel with the customer's Network Channel Terminating Equipment (NCTE). Since the NCTE and the CSU are considered customer premises equipment it is critical that the CLEC identify the location of the customer's network interface. This information can impact the location of the last repeater in the circuit. Also, the location of the network interface is dictated by the minimum point of penetration rules.

Signaling is very important. AMI/B8ZS and ESF/SF are areas where most troubles occur on installation.

MegaLink service can be provided in the four following pricing arrangements:

- Month-to-Month
- 24-48 month contract plan
- 49-72 month contract plan
- 73-96 month contract plan

The rates provided under contract plans are not subject to increase by BellSouth until the contract period expires. There is, however, a termination liability if the service is terminated or disconnected prior to the end of the contract.

Service ordering connection charges apply to new service as well as changes, additions and moves of equipment. The initial service establishment charge includes engineering design, common centralized testing and coordination, and establishing and processing specific data in connection with a customer's request.

Premises visit charges also apply for each customer (digital local channel) premises location.

Tariff References/Price List References

MegaLink service is available for intraLATA service in all BellSouth service areas. The MegaLink service tariff is located in section B7 of the state-specific

Private Line Service Tariff.

Installation Intervals

Normal Installation Intervals	**NO**
Project Coordination Required	**YES**

Service Inquiry and Ordering Guidelines

MegaLink service requests will always require the use of a service inquiry for any given customer and BellSouth location(s). The service inquiry is used to determine:

- Availability of facilities
- Extraordinary costs, if any
- Service intervals

If the customer is changing the line coding or framing format, a service order will be required. In order to facilitate the process, it is critical to provide all the details of the design when submitting the order, including a diagram of the network.

Customer Education

There is no formal training for MegaLink service. However, if appropriate, customer education and training will be coordinated and/or administered through the Local Carrier Service Center (LCSC) or the appropriate Account Team.

MEMORYCALL® SERVICE

Introduction

Purpose

The purpose of this document is provide companies reselling BellSouth's local service with information specific to MemoryCall® service. The book is designed to answer a number of reseller questions and to give resellers throughout the BellSouth region a better understanding of MemoryCall® service.

How is this book organized?

This Guide is divided into the following major sections:

- **General Service Description** — This chapter contains a high level overview of MemoryCall® service. It is designed to answer frequently asked questions concerning MemoryCall® service and sets the stage for more detailed information provided later in this package. *Everyone should read this section!*

- **Tariff References/Price List References** — Charts in this chapter list MemoryCall® services available for resale by state and their respective pricing.

- **Installation Intervals** — The chapter contains information about the time intervals associated with installation of MemoryCall® service.

- **Service Inquiry and Ordering Guidelines** — Detailed flow charts are provided in this chapter which will help the reseller order MemoryCall® service. Also provided are Feature Codes and Feature Details required by the reseller when ordering MemoryCall® service mailboxes.

- **Customer Education** — Information related to MemoryCall® customer education for resellers is described in this chapter.

- **Mailbox Chapters** – These chapters provide detailed information about the various MemoryCall® services available for resale. Included are descriptions of mailbox features and operational instructions. This information can be used by the reseller to develop customer education material and to assist with trouble shooting.

Version Information

This document, GU-MCSE-001BT, Issue A, February 1997 is the initial release of the *MemoryCall® Service CLEC Information Package.*

General Service Description

Basic Service Features

MemoryCall® service is a family of voice messaging services offered by BellSouth, providing users with telephone answering and voice mail capabilities. The actual capabilities available with MemoryCall® service vary based on the type of mailbox to which a customer subscribes. Five mailbox types are currently available for resale. The following table indicates some of the major differences between these mailboxes:

Mailbox Type	Telephone Answering	Voice Mail	Paging and Outcall Notification	Billing Type
MemoryCall® Answering Service ▶*(for 1 user)*◀	YES	NO	NO	Flat Rate (Res) _newline Usage Sensitive (Bus)
MemoryCall® Personal/Extension Mailbox Service ▶*(for up to 4 users)*◀	YES	NO	NO	Flat Rate
MemoryCall® Answering Service Plus	YES	NO	YES	Flat Rate (Res) _newline Usage Sensitive (Bus)
MemoryCall® Voice Messaging Service	YES	YES	YES	Flat Rate
MemoryCall® Deluxe Voice Messaging Service	YES	YES	YES	Usage Sensitive

More detailed information about each mailbox type is provided in the chapters at the end of this package. Included in these chapters are:

mailbox descriptions;
lists of features provided with each mailbox;
a list of features not included with the mailbox;
comparison charts contrasting mailbox characteristics and menus by platform;
general instructions for accessing and initializing a mailbox; and
detailed instructions for operating each mailbox. Operating instructions are provided for all platforms from which a mailbox is provided.

BellSouth currently provides MemoryCall® service mailboxes from voice messaging equipment (platforms) provided by three different vendors: Octel, BTI and ECC. Mailbox availability, characteristics and operation vary by vendor platform. Always refer to the mailbox chapters later in this package to be sure a given mailbox, feature, or operating instruction is valid or available for a given platform type.

Basic Service Capabilities and Restrictions

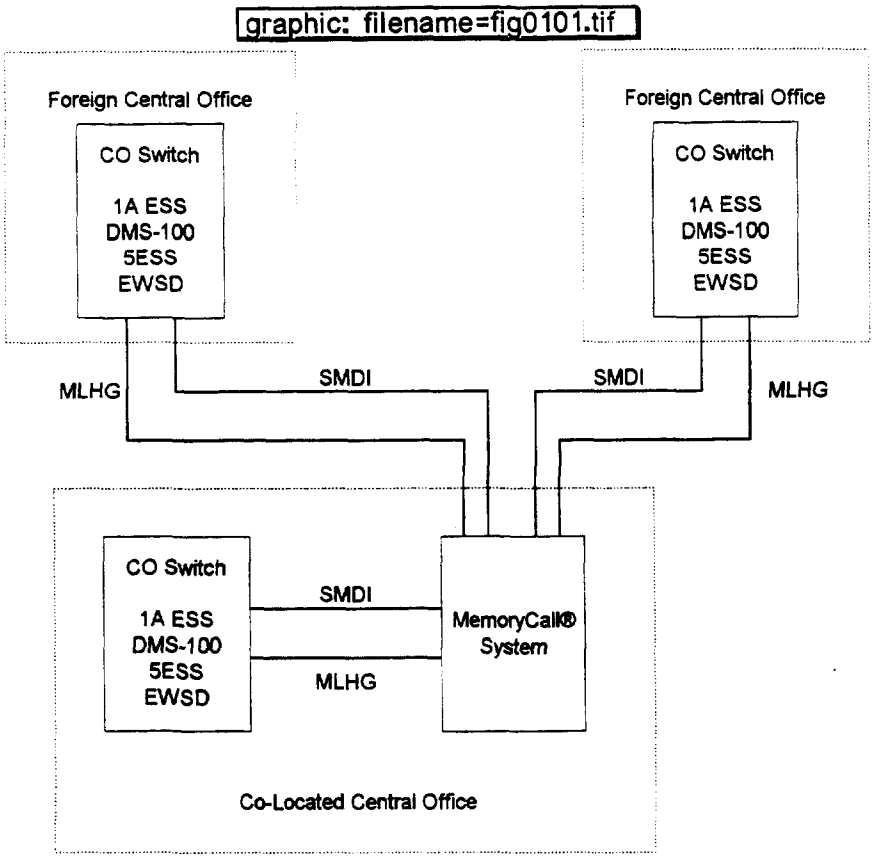
Refer to the mailbox chapters contained at the end of this package for service capability and restriction information associated with each mailbox.

How Does MemoryCall® Service Work

What components make up MemoryCall® service?

MemoryCall® service is an adjunct to BellSouth's existing voice network. Although MemoryCall® service makes use of central office features and lines, it is not physically part of an existing switch (e.g., 1A ESS, 5ESS, DMS-100, EWSD.) The major components of MemoryCall® service are shown in the following figure.

Components of MemoryCall® Service



MemoryCall® Platform

MemoryCall® service is provided from a stand-alone voice processing computer. The MemoryCall® voice processing computer, often referred to as a "platform", contains the necessary hardware and software to answer incoming calls, record messages, and store them for later retrieval. Storage space on the system is divided into small sections call "mailboxes." Most platforms are located in a BellSouth central offices. Several central office switches are served by a single MemoryCall® platform. Each central office switch is connected to the MemoryCall® platform by an SMDI data link and multiline hunt group (MLHG).

Multiline Hunt Groups

Telephone lines carry calls between the MemoryCall® platform and each central office switch. Multiple lines from a single office are grouped together in a multiline hunt group (MLHG). The number of lines per group depends on the amount of traffic between a specific central office switch and the MemoryCall® platform - the more calls, the more lines required. Multiline hunt groups may be provisioned as individual voice grade lines or as a channelized MegaLink® (T1) facility.

Simplified Message Desk Interface (SMDI) Links

SMDI links carry information about incoming calls from central office switches to the MemoryCall® platform. SMDI links can be provided over analog or digital private lines of various speeds. Information from each central office is used by MemoryCall® service to connect callers to the appropriate mailboxes. In addition, requests to activate message waiting indication (stutter dial tone) are sent over these links from the MemoryCall® platform to each central office switch.

Customer Features

MemoryCall® customers must also subscribe to special central office switch features including:

Call Forwarding (e.g., Variable, Don't Answer, Busy Line) - Telephone answering applications use call forwarding features to send unanswered calls to the MemoryCall® system.

Message Waiting Indication - Provides stutter dial tone or a visual lamp to tell the subscriber that he/she has new messages. Visual Message Waiting Indication requires special customer premises equipment which must be purchased separately by the customer.

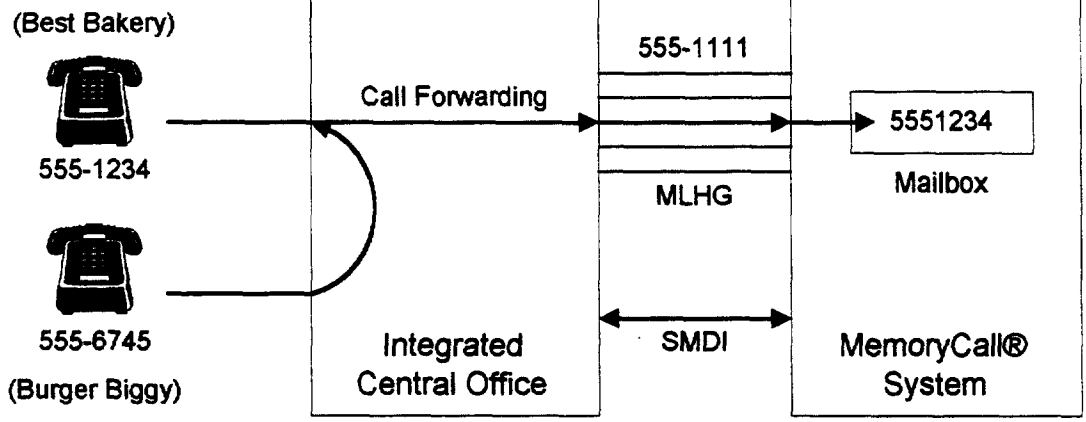
Ability to Generate Touch Tone Signals - Customers must be able to generate touch tone signals in order to provide MemoryCall® service with instructions and passwords when retrieving messages.

How does MemoryCall® service answer a call?

FIGURE 2 and the following scenario illustrate how MemoryCall® service answers calls.

MemoryCall® Service and Telephone Answering

graphic: filename=fig0102.tif



Best Bakery bakes buns for burgers. Best Bakery subscribes to MemoryCall® service. Burger Biggy (a whopper of a fast food chain) is looking for a new bun supplier.

Buddy Bazutto, (555-6745) procurement manager at Burger Biggy places a call to Biff Bronson (555-1234), sales manager for Best Bakery.

Biff is already on the telephone and unable to answer the call from Buddy. However, Biff has Call Forward-Busy on his line.

Call Forward-Busy takes effect, sending Buddy Bazutto's call to the MemoryCall® access number (555-1111.)

When the call is forwarded, the central office switch sends via SMDI the following information about the call to the MemoryCall® system:

the number dialed or forwarding the call (Biff Bronson, 555-1234),

the number of the calling party (Buddy Bazutto, 555-6745) for intra-office calls only,
the type of call (Call Forward-Busy Line), and
the termination number within the MemoryCall® multiline hunt group (MLHG) on which the call is ringing.

The MemoryCall® system finds Biff's mailbox because his mailbox number (5551234) matches the forwarding telephone number (555-1234) sent over the SMDI link.

The ringing MLHG termination is answered and Buddy is connected to Biff's mailbox (5551234.)

Buddy hears the following personalized greeting - *"Hello. This is Biff Bronson of Best Bakery. I'm unable to answer your call but if you leave your name, number and a message, I'll return your call as soon as possible. Thank you."*

Buddy Bazutto leaves a message asking Biff Bronson to have his sales people contact Burger Biggy restaurants in the area.

After Buddy hangs up, a message waiting request is sent from the MemoryCall® system to Biff's central office switch, via the SMDI link. This request activates stutter dial tone on Biff Bronson's line, notifying Biff that a message has been left.

The scenario just discussed is referred to as integrated MemoryCall® service. An integrated central office has SMDI and multiline hunt group connections to a MemoryCall® system. Non-integrated service is available to customers served by central office switches without SMDI or MLHGs connections.

For more information on MemoryCall®'s network architecture and integrated vs. non-integrated service, refer to topics in the Reference section or in the Appendices.

When SMDI fails...

SMDI is the "brains" behind MemoryCall® service. When an SMDI link fails, the MemoryCall® system no longer receives call information from the central office. If the SMDI link had failed, the call from Buddy Bazutto to Biff Bronson would have gone like this...

Buddy Bazutto (555-6745) places a call to Biff Bronson (555-1234) of Best Bakery.

Biff is already on the telephone and unable to answer the call from Buddy. The call forwards to the MemoryCall® service access number (555-1111.)

Unfortunately, the SMDI link is down. No information about Buddy's forwarded call is sent from the central office to the MemoryCall® system.

The MemoryCall® system answers Buddy's call. However, no SMDI information is available to tell MemoryCall® which mailbox to connect Buddy with. Therefore, MemoryCall® plays the standard system greeting: *"Welcome to MemoryCall® service. Please enter the seven digit number of the party you are trying to reach. If you are a MemoryCall® subscriber, press star to enter your mailbox number."*

Buddy must now enter 5551234 - Biff's mailbox number (same as Biff's telephone number.)

The MemoryCall® system connects Buddy to Biff's mailbox and plays Biff's personalized greeting: *"Hello, This is Biff Bronson of Best Bakery. I'm unable to answer your call but if you leave your name, number and a message, I'll return your call as soon as possible. Thank you."*

Buddy Bazutto leaves his message for Biff Bronson.

After Buddy hangs up, the MemoryCall® system tries to activate message waiting indication (stutter dial tone) on Biff's telephone line. However, stutter dial tone cannot be turned on because the SMDI link is not operating. The SMDI link carries message waiting activation